**Purpose**

To outline situations in which checks may be mailed to WIC clients.

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**Mailing To Individuals**

Local agency staff may determine that it is necessary to mail checks to an individual when there are difficulties for the client and/or his /her designated alternate shopper in obtaining the checks, or inability of the local agency to produce checks at the appointment time.

Conditions such as illness, imminent childbirth, death, difficulty in getting to the clinic, printer or system failure, or data and /or equipment loss, to name a few, should be considered reasons for mailing checks.

If there is difficulty of access, particularly for those employed or for rural clients, mailing checks may be used as an alternative means for issuance, until the client or an alternate shopper is able to come back to clinic.

Mailing of checks should not jeopardize the integrity of program services or fiscal accountability. Check pick-up at the clinic is required for clients who are scheduled for nutrition education or for determination of eligibility for a subsequent certification period.

The exception to this would be when the situation warrants extending the certification period by 30 days as outlined in the procedure found in Volume 1, Section F.

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**Mailing To An Entire Clinic**

Approval needs to be obtained from the State Agency in order to mail checks to one half or more of a clinic's clients. Reasons for mailing to clinic's would include:

- Inclement weather
- Unavailability of the clinic facility
- System or equipment failure

Mailing to an entire clinic will not be limited to specific client categories or priorities. Clients of all categories and priorities will be able to receive checks by mail.

The State Agency letter granting approval to mail checks must be retained for three years as outlined in Volume V, Section L, Page 2.

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**Mailing Checks On A Routine Basis**

Mailing of checks to clinics on a routine basis is not allowed in the Nebraska WIC Program. It is believed that this adversely impacts the provisions of services, follow-up, and referrals for clients.

**Mailing Process**

When checks are mailed, document in the client's chart the reason(s) for mailing, the date, and staff initials.

Always indicate on the check register that the checks were mailed. Staff should also document client ID number, staff's initials and date mailed on the check register.

To ensure that WIC checks reach the intended persons, the checks should be sent first class with the following phrase on the envelope, "Do Not Forward, Address Correction Requested". This ensures the return of checks to the local agency if the client no longer resides or receives mail at the address to which the checks were mailed.

**Checks Not Received**

When a client reports that they did not receive their checks, the following steps should be taken:

- Verify in the WIC System that the checks have not been redeemed.
- Void the checks as lost in the computer.
- Complete a Lost & Stolen Check Report as outlined in the procedure in Section H of this volume.
- Checks should be replaced and sent to the client by certified or registered mail.

Clients should be instructed to return to the clinic, those checks they reported as not receiving, if the checks arrive later.

**Checks Returned To The Local Agency**

If checks are returned to the local agency, the following steps should be taken.

- Void the checks in the computer.
- Write void on the actual check(s)
- File checks in numerical order with other voided checks.

To ensure accurate reconciliation, all checks should be voided as soon as possible, but not later than the 10$^{th}$ of the month following issuance.